

Leveraging Diversity – Behavioral Examples

Place a check mark next to all the Behavioral Examples that you do on a regular basis.

✓	Behavioral Examples (at the All-Employee level):
	Actively pursues knowledge and understanding of perspectives and ideas not one's own.
	Demonstrates belief in the concept of human dignity; treating all others with consideration, respect, and fairness, and openly, consistently challenging bias, intolerance, and incivility.
	Demonstrates support for diversity strategies that strengthen service delivery, e.g., through use of bilingual and alternate formats (large type and Braille) for forms, letters, signs, and pamphlets, for a diverse customer base.
	Employs a basic knowledge of individual cultural differences to understand that the same message may be understood quite differently depending on the context.
	Demonstrates sensitivity to cross-cultural issues, cultural differences, nonverbal cues, feelings, and emotions.
	Supports a workplace culture that welcomes and values new thought, different perspectives, and nonconventional approaches.
	Supports the valuable roles diversity can play in keeping thinking flexible and appropriate to changing circumstances.
	Effectively works with customers, peers, and stakeholders from all backgrounds.